


<b>City of St. Charles</b> <b>Position</b> <b>Description</b> 	<b>Position Title</b>	<b>Administrative Assistant</b>		
	<b>Department</b>	Public Works	<b>Division</b>	Field Operations
			<b>Section</b>	
	<b>Full/Part Time</b>	Part Time	<b>Union</b>	Non-Union
	<b>Reports to</b>	Administrative Coordinator	<b>Positions Supervised</b>	None
	<b>FSLA Status</b>	Non-Exempt	<b>Salary Grade</b>	Q

#### Position Description Overview

This position, under the general supervision of the Administrative Coordinator, is responsible for a variety of clerical tasks and provides assistance to all Public Works divisions, and other City departments by providing customer service coverage and assistance with projects.

#### Essential Job Functions

##### *Standard*

1. Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
2. Adhere to all departmental and City safety policies.
3. Consistent attendance and punctuality is required.

##### *Position-Specific*

1. Provide general clerical support duties to the Public Works Office and the Field Operations divisions of Public Works. This position is responsible for:
  - Answering telephone calls, scheduling meetings, typing, copying, collating, assembling, and filing and distributing office documents.
  - Taking minutes at meetings.
  - Preparing routine correspondence, agendas, and reports.
  - Various other miscellaneous duties.
  - Various data entry and report generation on a variety of specialty software packages, including Microsoft Office, (Word, Excel, PowerPoint, and Access), CASS, Tree Keeper, City View, Lotus Notes, Precision GIS, and the iSeries, NetFacilities, JULIE Ticket Entry, and Ticket Search.
  - Review and entry of all daily reports in spreadsheets for a variety of divisions in Public Works. Check accuracy and completeness of reports submitted.
2. Provide customer service.
  - Advise, explain, and assist customers with inquiries regarding the variety of services provided by the City. This may be accomplished in person, via phone, or electronically.

- Communicate with customers and staff in a timely, accurate, and professional manner.
3. Availability to cover additional hours for other Public Works divisions. This may require working full-time hours on occasion and occasional evening meetings. This could be requested on short notice due to emergencies.
  4. Manage daily JULIE responsibilities, which includes “calling-in” JULIE locates for various Public Works divisions via phone or online. Copy and distribute JULIE locates received via printer to various divisions including contacting the divisions of “Emergency” and “Rush” locates via phone, Nextel, and/or City radio. Also, compile and file JULIE Tickets, ensuring records are complete on a monthly basis.

#### Additional Job Functions

##### *Standard*

1. Contribute to a positive group environment by:
  - Complying with all safety policies, practices, and procedures, and reporting all unsafe activities to supervisor and/or Human Resources.
  - Participating in proactive team efforts to achieve departmental and City-wide goals;
  - Assisting other co-workers on special projects as required; and
  - Providing leadership to others through example and by sharing knowledge and skills.
2. Perform other duties as required or assigned.

##### *Position-Specific*

1. Take dictation and transcribe meeting minutes through transcription equipment.

#### Basic Requirements

For successful performance in this position, the incumbent will need to demonstrate the following:

<b>Knowledge</b>	<i>Standard</i> <ol style="list-style-type: none"> <li>1. Proficient knowledge in personal computer skills, electronic mail, record keeping, database activity, and word processing.</li> </ol>
	<i>Position-Specific</i> N/A
<b>Skills</b>	<i>Standard</i> <ol style="list-style-type: none"> <li>1. Effective interpersonal communication skills for interaction with elected and appointed officials, employees, agencies, other governmental units, and the public.</li> <li>2. Excellent file maintenance and organizational skills.</li> </ol>

	<p><i>Position-Specific</i></p> <p>N/A</p>
<b>Abilities</b>	<p><i>Standard</i></p> <ol style="list-style-type: none"> <li>1. Demonstrated ability to handle confidential material and information in an ethical, professional manner.</li> <li>2. Demonstrated ability to handle multiple tasks simultaneously, in a timely manner, and with minimal supervision.</li> <li>3. Demonstrated ability to perform basic mathematical calculations, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, and to compute percentages.</li> <li>4. Ability to function under general supervision and operate within policy guidelines using independent judgment in achieving assigned objectives.</li> <li>5. Ability and willingness to receive, handle, and complete confidential submissions, records, reports, and data with utmost honesty, integrity, and confidentiality.</li> <li>6. Ability to collect, logically organize, and interpret information provided in verbal, written, and diagram form, and to make appropriate decisions or recommendations within the scope of position responsibilities.</li> <li>7. Ability to speak and communicate clearly in an office environment.</li> <li>8. Ability to speak effectively before groups of customers or employees.</li> <li>9. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.</li> <li>10. Ability to compose routine correspondence and reports in a clear, concise, logical, and effective manner, utilizing proper grammar, spelling, punctuation, sentence structure, and tone.</li> <li>11. Ability to accurately proofread and edit documents for correct grammar, spelling, sentence structure, punctuation, tone, and content.</li> <li>12. Ability to type 40 words per minute.</li> <li>13. Possession of a valid driver's license.</li> </ol> <p><i>Position-Specific</i></p> <ol style="list-style-type: none"> <li>1. Ability to utilize customized software programming.</li> </ol>
<b>Education &amp; Experience</b>	<ol style="list-style-type: none"> <li>1. High school diploma or equivalent required.</li> <li>2. Minimum of two (2) years of experience.</li> <li>3. Any equivalent combination of experience and education that provides the required knowledge, skills, and abilities.</li> </ol>

<b>Physical/ Environmental Demands</b>	<i>Standard</i>  Light physical activity performing non-strenuous daily activities of a productive/technical nature at moderate noise levels in a well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation, including:  <ol style="list-style-type: none"><li>1. Physical ability to sit, stand, walk, climb, balance, stoop, kneel or crouch.</li><li>2. Physical ability to reach items with arms and hands and manual dexterity and fine motor skills sufficient to perform all essential and additional job functions and basic requirements listed above.</li><li>3. Physical ability to hear ordinary conversation, such as questions from residents, as well as other sounds, such as the telephone ringing, etc.</li><li>4. Ability to see close, at a distance, and with peripheral vision as well as to adjust vision focus.</li></ol>
	<i>Position-Specific</i>  N/A

Revised 5/1/2014

## Position Description Acknowledgement

**Position Title**

Administrative Assistant-Field Operations

**Revised/Updated**

5/1/14

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

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Employee

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Date

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Supervisor

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Date

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Human Resources

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Date